

Patient Online Service Consent

It is possible to manage more and more of our healthcare online. We encourage and support patients to do this where possible.

The NHS App

You can now sign up to use the NHS App - a simple and secure way to access a range of NHS services on your smartphone or tablet. The NHS App is owned and run by the NHS.

The NHS App allows people to:

- **order repeat prescriptions** - see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to
- **check your symptoms** - search trusted NHS information and advice on hundreds of conditions and treatments, and get instant advice or medical help near you
- **book appointments** - book and cancel appointments at the practice, and see details of your upcoming and past appointments (you will also need a separate login to do this).
- **view your medical record** - securely view your GP medical record, to see information like your allergies and your current and past medicines
- **register your organ donation decision** – allows you to check and change your registered organ donation decision
- **find out how the NHS uses your data** - choose if data from your health records is shared for research and planning

To use the NHS App you must be aged 13 or over and be registered with a GP practice in England.

Just like a banking app, your identity will be carefully checked during the simple registration process. The app has been designed, built and tested so that your personal information is always safe and secure.

When you've downloaded the app, you will need to set up an NHS login and prove who you are. The NHS App then securely connects to information from the practice.

If your device supports fingerprint detection or facial recognition, you can use it to log in to the NHS App each time, instead of using a password and security code.

Download the NHS App from your mobile device's app store and follow the easy step-by-step registration instructions. It will help if you know your NHS number (though this isn't essential), and you will need to have a form of ID (passport or driving licence) to hand.

If you experience any problems with downloading the NHS App or verifying your identification in the App please contact our Digital Health Connector who will be able to help you.

If you're struggling with using the NHS App then there are a number of ways you can get help:

- you can find out more via the NHS App Help and Support pages online
- you can contact our Digital Health Connector

Once you have signed up for the NHS App, if you want to use online appointments you will need another set of login details. For this you will need to fill in the form below and return it to us. A member of our registrations team will contact you to verify your identity and let you know your login details.

If you would like to view your full medical record, or if you have previously signed up to use the NHS App when you were registered with another GP Practice you will need to contact our Digital Health Connector who will set this up for you.

Please note that due to high demand and the current pandemic there is a waiting list to speak to our Digital Health Connector and there may be a delay in us contacting you.

Please be aware that parents will no longer be able to access records for a child once they reach 13 years of age. The child is encouraged to download the NHS App and to re-register for online appointments and to manage their own accounts.

Our Privacy Notice for patient online access can be found on our website at: <https://www.fromemedicalpractice.co.uk/information/privacy-notices/>

Please tick the relevant box below to sign up for or to stop using our online appointments service.

I would like to sign up to use the online appointments service

I would like to stop using the online appointments service

Name: _____

NHS Number: _____

Date of Birth (DD/MM/YYYY): _____

Signed: _____

Today's Date (DD/MM/YYYY): _____

For office use only

Patient given login details